How to read your Service Charge Statement of Accounts

Each year we send you a statement showing what your service charges actually cost, compared with what we estimated. We've changed how this statement looks so it now shows the figures for **your home specifically**, rather than spread across the whole scheme - making it easier to see exactly what you've paid for. Below is a worked example, with each part numbered and explained.

LiveWest

SERVICE CHARGE STATEMENT OF ACCOUNTS

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Accounting Year	April 2025 to March 2026	**Date Issued**	06 September 2026
Patch	Amanda Gameson		
Property Reference	100388506	**Address**	Example Avenue

2

Service Charges

Description	Actual (£)	Estimate (£)	Variance (£)
Communal Grounds Maintenance	76.99	96.32	**-19.33**
Fly-tipping/waste removal & Clearance	0.00	6.48	**-6.48**
Scheme Risk Assessment	0.79	0.82	**-0.03**
Tree Works	0.00	18.52	**-18.52**

Total Service Charges	**£77.78**	**£122.14**	**£-44.36**

3

Administration Charges

Description	Actual (£)	Estimate (£)	Variance (£)
Admin Fee	11.67	18.32	**-6.65**
Total Administration Charges	**£11.67**	**£18.32**	**£-6.65**

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Summary

Total Actual	£89.45
Total Estimate	£140.46
Balance Carried Forward	**£-51.01**

We've changed the way your service charge statement is shown so costs are set out at home level. This is to make your statement clearer and easier to understand.

LIVEWEST | This statement was generated on 06 September 2026 for period April 2025 to March 2026.

1 Your account details

Accounting Year

The 12-month period the statement covers.

Date Issued

The date we produced this statement.

Property Reference

Your unique property number with LiveWest - quote this if you contact us.

Address

The home this statement relates to.

2 Service Charges

Each service you're charged for is listed with three figures side by side:

Column	What it means
Actual (£)	What the service genuinely cost during the year.
Estimate (£)	What we told you it would cost, before the year began.
Variance (£)	The difference between the two - actual minus estimate.

> **Variance shown in red with a minus sign** (e.g. in our example, Tree Works at −£18.52) - we spent *less* than estimated. This works in your favour.

> **Variance shown without a minus sign** - we spent *more* than estimated.

The **Total Service Charges** row adds every service together. In our example: £77.78 actual against £122.14 estimated.

3 Administration Charges

The cost of managing your account, e.g. preparing statements like this one - shown the same way as your service charges.

4 Summary - what you actually need to know

Total Actual

Everything you were actually charged for the year (service charges + admin charges).

Total Estimate

Everything we estimated you'd be charged.

Balance Carried Forward

The difference between the two, carried forward onto your account.

> **Reading your balance:**
> • Shown **in red with a minus sign** (like our example, −£51.01): we charged more upfront than the service cost - **you're in credit**, carried forward to reduce a future charge.
>
> • Shown **without a minus sign**: the service cost more than estimated - **you owe this amount**, added to a future charge.

5 Key terms, quick reference

Estimate
Our forecast of what a service will cost, given before the year starts.

Actual
What the service genuinely cost once the year has finished.

Variance
The gap between actual and estimated cost for a single service.

Balance Carried Forward
The running total of variances, carried onto your account for next year.

If anything on your statement doesn't look right, or you'd like it explained in more detail, please get in touch with your service charge officer quoting your Property Reference.